



TOWN OF
Los GATOS
CALIFORNIA

Annual Report

FY 2021/22

A Message From the Town Manager



I am honored to present the Town of Los Gatos Annual Report for Fiscal Year 2021/22, which highlights key services the Town provided to the community and other accomplishments from July 1, 2021 through June 30, 2022.

I would like to take this opportunity to thank the Town Council for their stewardship this past year as the Town navigated a gradual return to normalcy from the unprecedented repercussions associated with the pandemic and subsequent economic impacts. I would also like to recognize the commitment, innovation, and creativity of Town staff as they continued to provide exceptional service in an efficient and effective manner throughout the pandemic.

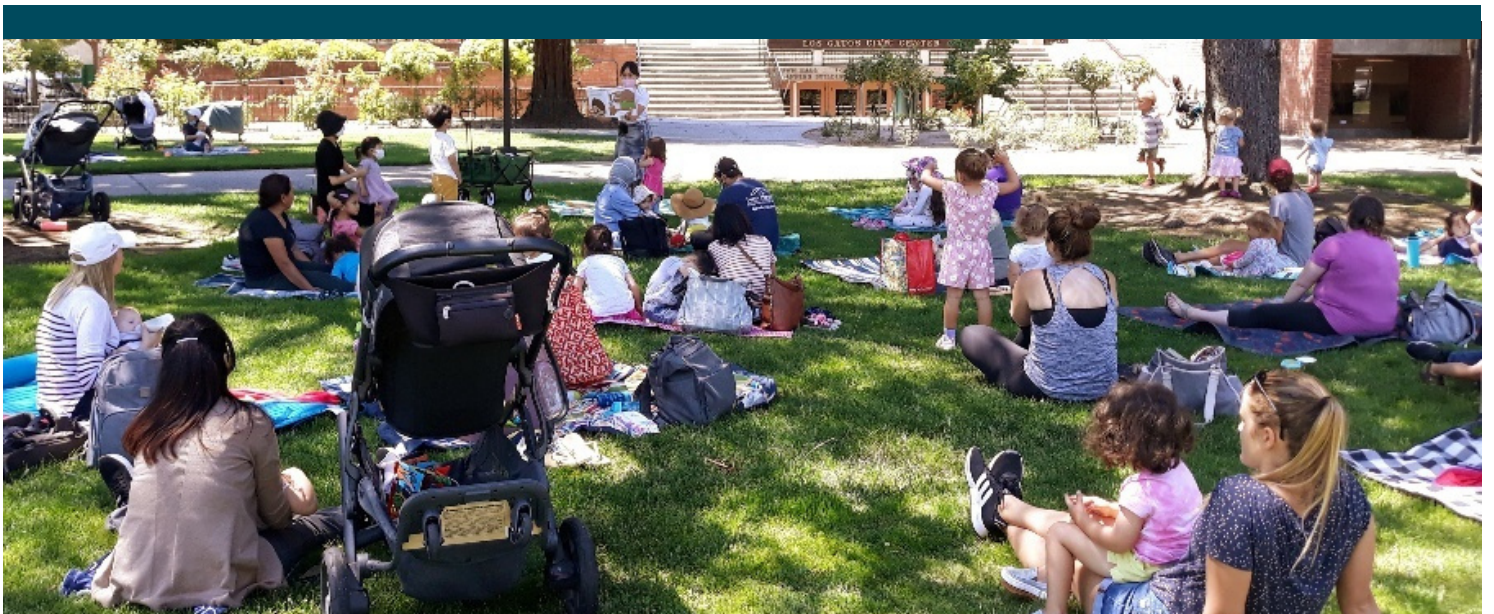
The Town continues to work on existing Council Strategic Priorities. This past year, work on existing priorities included completion of the 2040 General Plan Update, further implementation of the Wildfire Ad Hoc Committee Wildfire Mitigation Plan, assessment and development of a longer-term vision for senior services, implementation of parking study recommendations, exploration of increased revenue options, and focus on sustainability and justice, equity, diversity, and inclusion efforts.

The Town continued economic stimulus recovery efforts for our local businesses with implementation of the semi-permanent parklet program and saw Los Gatos come together with the return of Town and community events.

Looking ahead, the coming year is expected to see continued progress on wildfire protection safety; emergency preparedness; semi-permanent parklets; diversity, equity, and inclusion; community policing; parking study implementation; and the Housing Element update.

As always, we welcome public input as we continue to provide a high level of service to Los Gatos residents, businesses, and visitors. We look forward to another year serving our wonderful Los Gatos community.

Laurel Prevetti
Town Manager



Community Character



Throughout this year, the Community Development Department has continued to work towards strengthening the character of the built environment while meeting the service needs of the community.

The Department's public counters re-opened in August 2021 and in-person, phone, and electronic services continue to be available.

This year, the Department continued work on the 2040 General Plan update and on June 30, 2022, the Town Council approved the 2040 General Plan. This document will guide the Town for the next 20 years. The vision contained in the Plan is:

"The Town of Los Gatos is a welcoming, family-oriented, and safe community nestled in the beautiful foothills of the Santa Cruz Mountains. The Town takes pride in its small-town character, historic neighborhoods, local culture and arts, excellent schools, and a lively and accessible downtown. The Town is pedestrian friendly and offers a choice of mobility options, housing opportunities, and superior public facilities and services, governed by an open and responsive local government that is fiscally sound. The Town includes a mix of businesses throughout Town that serve all residents, workers, and visitors. A dynamic and thriving community, Los Gatos is committed to racial, social, and environmental justice and underscores its commitment to long-term well-being by embracing sustainability."



To view the final version of the 2040 General Plan, please visit www.LosGatos2040.com.

Additionally, the Planning Division began and continues to work on the Housing Element update, a strategic plan for housing the Town's present and future residents. The Draft Housing Element and more information is available at www.EngageLosGatosHousing.com.

Community Development Notable Numbers:

- 619 Planning Permit Applications Filed
- 1,154 Building Permits Issued
- Over 16,000 inspections performed
- 715 Code Compliance Violations

The Department also worked on developing objective standards for the review of multi-family housing and mixed-use development applications. State legislation requires jurisdictions to adopt objective standards and to implement them in a streamlined review of qualifying housing projects. Objective standards are a powerful tool that allow communities to establish their own local requirements in response to State housing laws that are reducing local control of development. Details are available at www.LosGatosCA.gov/ObjectiveStandards.

In addition, the Community Development Department adopted an Urgency Ordinance to implement Senate Bill (SB) 9 which was signed into law by Governor Newsom on September 16, 2021. SB 9 requires ministerial (staff-level) approval of certain housing development projects and lot splits on a single-family zoned parcel. Details are available on the Town website at www.LosGatosCA.gov/SB9.

Community Character



The Town's Economic Vitality program continues to support current and prospective businesses, property owners, and other industry professionals in Los Gatos by creating connections and building a bridge between the private business sector and the public process. Together with Community Development and other Town Departments, Economic Vitality staff strives to provide high-quality customer assistance and cross departmental coordination that is tailored to the needs of individual businesses with the end goal of assisting each business to find a successful path forward in Los Gatos.

With the continuation of the COVID-19 pandemic in the 2021/22 fiscal year, the Los Gatos business community experienced a continuation of the challenges COVID brought, including the dynamic economic situation. The Town's business community remained resilient while the Town Council remained unwavering in their support of economic recovery by extending and expanding the adopted Economic Recovery Resolution through the end of 2022. This resolution provides streamlined and expanded opportunities for new and existing Los Gatos businesses to adapt to changing customer demands by locating, expanding, bifurcating, or relocating with a streamlined process including reduced or fully subsidized fees, and decreased timelines.

The Town's al fresco dining experience program, known as the Semi-Permanent Parklet Program, continued to thrive and draw interest from Los Gatos businesses. In Downtown, businesses were given the opportunity to partner with the Town for on-street parklets, and where

parking exists in private parking lots, businesses were offered the opportunity to expand into these areas to offer the community space to dine outdoors. With the downtown Semi-Permanent Parklet Program, the Town received nearly 40 applications for new parklets by the application deadline of July 2021; however, as time progressed, the number of businesses continuing through the process has waned, and at program completion, the expected number of built parklets will likely be around 30. These parklets are not permanent and they offer a longer-term solution to outdoor dining than the temporary parklets put in place in 2020 using concrete traffic barriers. Each business with a semi-permanent parklet enters into a public-private partnership with the Town to build, furnish, and maintain the parklet, thus the business may exclusively use the space during their operating hours, and must make it available for public use when they are closed. In FY 2020/21, the Town Council approved this subsidized program using American Recovery Plan Act (ARPA) funding, in which businesses are provided subsidy and a construction grant.



Another aspect of the Economic Recovery Resolution that has been utilized by local businesses is the opportunity for personal service businesses to have more flexibility in zones in which they may locate. With the implementation of the Economic Recovery Agreement process, from the resolution, small businesses have been able to locate in commercial spaces that may not have been formerly affordable or attainable. The Town's business stakeholders are a vital piece of the community fabric of Los Gatos, and the Town looks forward to watching it continue to thrive through the next fiscal year.



Community Events



Community vitality goes beyond business success and is supported by the Town's many festive, inclusive, and beloved community events.

FY 2021/2022 saw an increase in the community's interest to reconnect through outdoor special event opportunities.

The Town Council granted ARPA funding to the Chamber of Commerce for a Thursday Night Promenade series of events, where the Chamber of Commerce worked to bring music and other entertainment to a closed N. Santa Cruz Avenue, offering event goers the chance to rediscover downtown and reconnect with the community.

Other Town events included the Town's annual fall movie night Screen on the Green, the annual Holiday Tree Lighting Ceremony, and Spring into Green celebrating Earth and Arbor Day.

In total, the Town issued seventeen special event permits for community events in Los Gatos during the fiscal year.



Becoming an Inclusive Community



As racial justice issues continue to be at the forefront of conversations at national and local levels, diversity, equity, and inclusion remain a Council Strategic Priority, and the Town continues working to be more inclusive for all.

In August 2021, the Town entered into agreements with two justice, equity, diversity, and inclusion (JEDI) consultants. The scope of work included an internal organizational assessment, external engagement and dialogue, leveraging community partnerships, developing gap/overlap analysis, and engaging with both Town leaders and community partners to assess the level of understanding of current JEDI efforts and identify barriers and opportunities.



In late 2021, the Town Council adopted civility guidelines for all Council and Commission meetings, being clear that:

- The Town embraces diversity and strongly condemns hate speech and offensive, hateful language, or racial intolerance of any kind at Town meetings.
- Town Council and staff are well aware of the public's right to disagree with their professional opinion on various Town issues. However, anti-social behavior, slander, hatred, and bigotry statements are completely unacceptable and will not be tolerated in any way, shape, or form at Town meetings.
- All public comments at the meeting must pertain to items within the subject matter jurisdiction of the Town and shall not contain slanderous statements, hatred, and bigotry against non-public officials.

All Town Departments continue use a lens of justice, equity, diversity, and inclusion in the development of the Town budget, delivery of services, and the creation of all new programs, projects, and policies.

The Adopted 2040 General Plan includes a new Racial, Social, and Environmental Justice Element (available to view at www.LosGatos2040.com).

The Town is providing spaces for members of the community to learn and be in dialogue together through Library programming.

In November 2021, the Town and many community partners collaboratively organized the "United Against Hate Walk." Over 2,000 people came together to unite against hate and walk for love and peace in Los Gatos.

Beginning in 2022, the Town Manager's Office initiated and lead an inter-Departmental Staff Equity Team. Each member of the team is a champion of the Town's equity and inclusion efforts and is an equity resource for their respective Department.

For more information on the Town's diversity, equity, and inclusion efforts, visit www.LosGatosCA.gov/Inclusivity.



Public Safety



The Police Department is committed to ensuring public safety with integrity, compassion, and professionalism by providing exceptional law enforcement services, building community partnerships, and engaging the community in problem solving. Departmental operations are consistent with Town policies, core values, and community safety needs. Priorities within the organization include focusing on recruitment, succession planning, and supporting the talented staff through ongoing training and opportunities. In addition, an external emphasis is on maintaining a high quality of life in Los Gatos and Monte Sereno and to bridge, build, and enhance community relations through community policing opportunities.

Throughout the last year, the Police Department has continued to build upon a strong police-community partnership by promotion of community engagement events, implementation of strategic crime deterrent tools, and ensuring the highest level of trust and service to maintain the public safety of our communities.

Recruitment and Retention

During FY 2021/22, recruitment for both civilian and sworn staff positions within the Department was a priority. The Department formalized a recruitment team of sworn and civilian personnel who attended various job fairs and identified recruitment methods and opportunities. The recruitment team participated in several recruitment presentations at Bay Area academies, college job fairs and via social media platforms.

Over FY 2021/22, the Department hired five Officers, two Dispatchers, and four Per Diem Dispatchers. The Department is maintaining an ongoing hiring process, establishing an eligibility list for vacant positions, and has incorporated a succession plan for staffing vacant positions.

The Community Service Officer (CSO) Intern position is a part-time temporary position which assists various divisions within the Department. During FY 2021/22, the

CSO Intern Program assisted patrol with fielding low level calls for service and documenting incidents of crime without any investigative leads.



Support of the Community

The Police Department partnered with Safe Routes to School and the Community Traffic Safety Coalition in the education and hosting of several Bike Rodeos at local elementary schools. Officers provided instruction to over five hundred students on bicycle and pedestrian safety.



Through community partnerships with service clubs and in collaboration with other Town Departments, the Police Department facilitated graffiti removal throughout the Town during FY 2021/22. These incidents are documented by the Police Department for further investigative efforts as necessary and assigned to other Town Staff or community partners for removal.

Public Safety



The Community Emergency Response Team (CERT) was actively involved with four CERT drills throughout Town. In addition, the Department CERT liaisons worked with the neighborhood CERT groups in re-establishing and updating all Neighborhood Incident Command Post (NICP) locations.

The Police Department collaborated with the Town of Los Gatos and City of Monte Sereno CERT Teams in emergency preparedness and management. Two community fire evacuation drills were hosted by the Department for hillside residents. Coordinated efforts with volunteers from CERT, Disaster Aid Response Team (DART), and local residents provided real life evacuation scenarios in the event of an emergency.

Legislative and Legal Mandates

With the recent implementation of Assembly Bill 481, the Department has taken progressive steps to conform with the transparency and accountability of military equipment maintained and utilized by the Department. A community presentation explained the requirements of the bill, equipment inventory, and the prospective purchase of this type of equipment. The Town Council adopted an Ordinance consistent with AB 481 to establish the Town's approval and procurement process for this equipment. As result of Assembly Bill 953, the Racial Identity Profiling Act (RIPA) was signed into law, mandating all law enforcement agencies to collect and report stop data for all law enforcement detention encounters relevant to specific statistical measures. During FY 2021/22, the Department began collecting and submitting these data to the California Department of Justice (DOJ). In FY 2022/23, it is anticipated that the RIPA stop data submitted by the Department will be published by DOJ.

Community Communications

The Department launched the Transparency Webpage which provides statistical data related to use of force, mental health, crime statistics, and Department policy at www.losgatosca.gov/2713/Transparency-and-Data-page.



The Department expanded its presence on social media during FY 2021/22, highlighting investigative work by staff, positive community engagement, and relevant public safety announcements to increase transparency and engagement with the community.

Technology Enhancements

In accordance with State and federal mandates, the Police Department transitioned from the Uniform Crime Reporting (UCR) to the California Incident Based Reporting System (CIBRS) and the National Incident Based Reporting System (NIBRS). Crime data measurable statistics are determined by the Department of Justice and reported monthly by the Department.

The Department incorporated a new online reporting system, CopLogic, which allows community member to report low level property crime incidents with no suspect information. This information and online reporting system interfaces with the Department's records management system to track documented incidents.

The Department completed installation and integration of Mobile Audio Video (MAV) in-car camera systems for the Patrol fleet. The new MAV system provided compatible integration with current updated Body Worn Camera technology and other digital evidence systems.

Public Safety



The Police Department Parking Control Unit finalized the launch of the virtual permit parking system through TurboData Inc. The online virtual permitting system allowed for enhanced accessibility and modifications by permit holders and a more efficient process in managing parking permit renewals for residents.

This year, the Department initiated a two-year pilot program for the allocation and implementation of stationary automated license plate readers (ALPR) throughout Town, as a crime suppression and investigative tool. ALPR cameras were strategically placed at fifteen locations alerting Officers in the field to stolen vehicles and vehicles wanted in connection with a crime. In addition, the ALPRs have been utilized for investigative purposes related to criminal incidents and providing suspect vehicle description information.

Partnerships for Improved Mental Health

As a part of community conversations and feedback, the Department collaborated with the County of Santa Clara Mobile Crisis Response Team and Law Enforcement Liaisons to focus on joint efforts in responding to crisis mental health emergencies and conducting follow up crisis intervention.



During FY 2021/22 the Department initiated an alternative transportation method of juveniles experiencing a mental health crisis. The Department partnered with Silicon Valley Ambulance Inc. and contracted transportation services of juveniles experiencing a mental health crisis to an emergency psychiatric facility.

The Department implemented an Assistive Therapy Canine Program to enhance employee wellness, assist with victim and mental health crisis, and as a community engagement and outreach tool. Two therapy canines were generously donated by the Los Gatos-Monte Sereno Police Foundation and assigned to an Officer and Dispatcher. The canines and handlers support the Victim Services Unit, Vulnerable Communities Liaison Officer, Peer Support Team, and Community Outreach Unit.



During FY 2021/22, the Police Department Vulnerable Communities Liaison Officer expanded services beyond homeless outreach. Officers also partnered with County mental health programs and senior living facilities to assist with other vulnerable individuals within the community. In addition, Officers involved in this program coordinated encampment clean up and maintenance projects along Los Gatos Creek Trail and partnered with faith-based service providers with the distribution of services and supplies for homeless individuals.

Public Safety



Community Services

The Victim Services Unit (VSU) was revitalized with the recruitment of three additional VSU volunteers specializing in interactions with victims of crime, families of those suffering from mental health, and individuals dealing with tragedy.

Officers specially trained in active intruder and tactical operations hosted several physical site threat assessments throughout the Town during the past year. Officers provided security reviews of individual facilities and trained staff of interfaith groups, and public and private businesses on emergency safety and action planning.

The Neighborhood Watch Program continued to be a positive community policing and problem-solving engagement tool. Over eight Neighborhood Watch meetings were held and six new Neighborhood Watch groups were developed. These meetings provided crime statistics and preventative education, while also allowing an opportunity for community conversations related to issues in specific neighborhoods.



Officer Training

The Department received their virtual force de-escalation simulator equipment allocated from a California Peace

Officer Standards and Training (POST) grant. The Department provided de-escalation and force options training using the virtual reality equipment to all sworn Department staff during Advanced Officer Training. The Police Department Canine "Kaz" attended enhanced training and received certification in the detection of explosive ordnance devices and materials. The extensive certification and training achieved designates Canine Kaz and his handler as one of a few certified Explosives Ordinance Device trained canines within Santa Clara County.



The Police Department Investigations Division experienced an increase in digital technology crime in FY 2021/22, specifically related to possession, distribution, and manufacturing of child pornography incidents. To combat these crimes against children and conduct thorough investigations, Detectives attended additional specialized training through the San Jose Police Department Internet Crimes Against Children's Task Force.

The Department transitioned to the Town Independent Police Complaint Review Process. The Town Clerk's Office and Town Attorney receive all Police Department personnel complaints and conduct an independent review and investigation as necessary, utilizing an external contracted investigative company as identified by the Town.

Internal Town-Wide Operations



Information Technology

The overall effectiveness and security of the Town's technology infrastructure and services is critical to the internal operations of the Town and continues to be an ongoing focus for the IT Department. A next generation threat protection solution for all of our computer and server systems was deployed to better protect against the growing threat of cyber-attacks. Additional security measures have been put in place on the Town's network. Additional security features were incorporated into our email system to better protect against phishing attacks. The enforcement of multifactor authentication across all points of entry into the Town's network has added an important layer of protection against cyber threats. A new backup and recovery solution has also been implemented which will help to minimize any downtime of our internal systems.

The internal Intranet portal used by Town staff was revamped onto a new modern platform where information is more easily shared and centralized. The Town's online permitting system was also redesigned for improved accessibility and ease of use by the public.



Human Resources

As a service organization, high-performing, dedicated employees are key to the delivery of exceptional Town services. To ensure the Town has adequate staffing resources to deliver Town services, recruiting and filling vacant positions in a timely manner and ensuring a fair recruitment process is vital. Also, attracting a significant

pool of diverse applicants is a critical function of the Human Resources Department. 26 vacancies were successfully filled during the fiscal year. Due to COVID-19 guidelines, the use of a virtual meeting and interview platform continued throughout the fiscal year.

Human Resources continues to implement technology efficiencies that have improved internal processes such as virtual onboarding/offboarding, performance management, and the use of eForms as a platform to securely store digital employee documents and easily manage routing and approvals with workflow.



Town Clerk

The Clerk Department worked with the IT Department and Town Manager's Office to implement a public records request software system, JustFOIA, to streamline requests for public records and ArchiveSocial, a software system used to archive the Town's social media content. The Clerk Department and Council Policy Committee continue to review and update the Commission Appointment Policy as necessary, with the most recent updates including clarification of the questions asked of applicants during the interview process.

Internal Town-Wide Operations



Town Attorney's Office

The Town Attorney's Office worked on a variety of ordinances, amending the Town Code to prohibit targeted residential picketing, restrict use of nonreusable food service ware to mitigate negative environmental impacts, clarify tree protections, and strengthen the Town's Social Host Ordinance to educate and provide resources to the community about ways to deter underage drinking and to provide awareness that there are consequences for allowing such gatherings to occur.

The Town Attorney's Office also worked on the implementation of the new Independent Police Auditor function and provided support for the 2040 General Plan adoption.

Town Manager's Office

The Town Manager's Office led work on a community survey to gather Los Gatos resident feedback and measure satisfaction with Town services, quality of life, and other information to help the Town better understand the community's priorities, concerns, and needs.

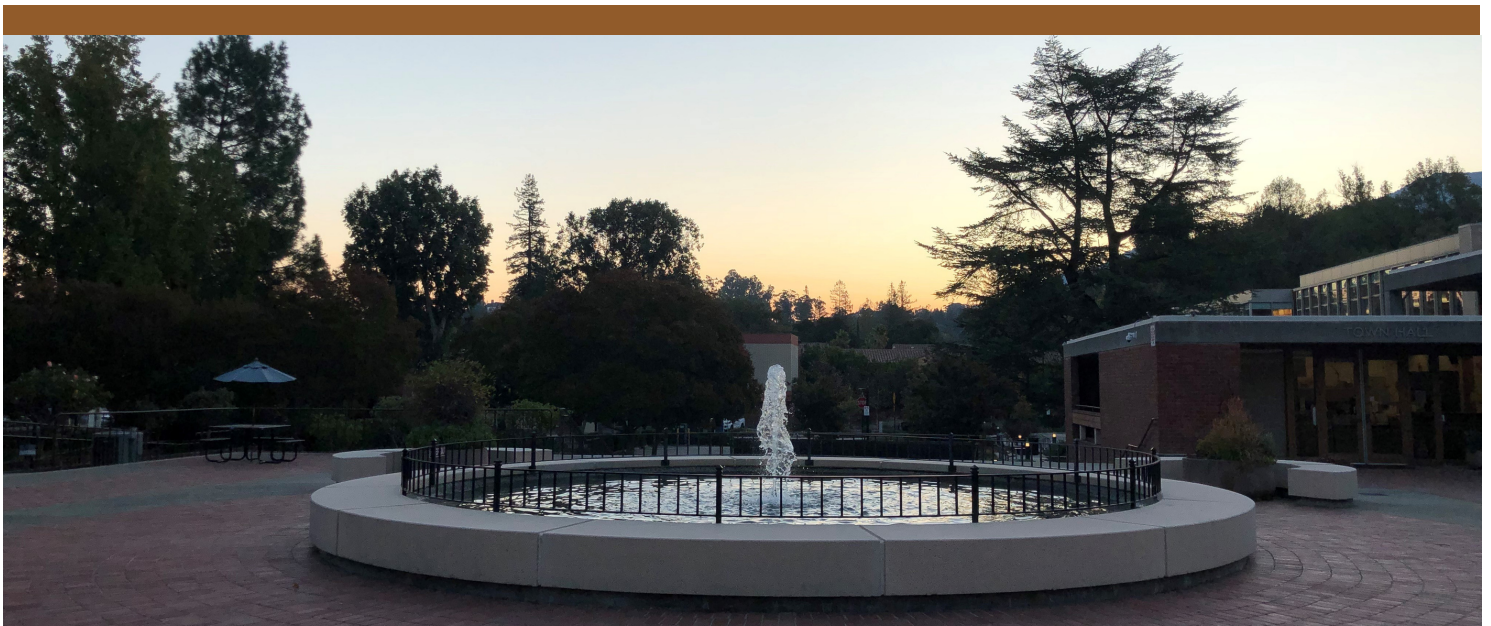
In addition, the Manager's Office took the lead on obtaining the community's feedback in order for Council

to determine whether to amend its municipal code to allow commercial cannabis activities in Los Gatos. Following extensive community outreach, a scientific survey, and evaluation of potential taxation and revenues, the Council ultimately decided not to pursue a ballot measure to tax cannabis businesses and the ban on cannabis businesses in Los Gatos remains in effect.

The Town Manager's Office also worked on building a strong leadership team with a number of executive recruitments, welcoming a new Town Attorney, Chief of Police, Town Clerk, Parks and Public Works Director, Human Resources Director, and Interim Finance Director in Los Gatos.

Additionally, the Town Manager's Office facilitated the donation of the Los Gatos Theatre to the Town. With the completion of the donation the Town will now be the steward of this iconic historic building and the community and economic vitality it generates.

Finally, the Town Manager's Office is supporting the efforts of the Senior Services Commission in developing a road map for enhanced senior services in Town.



Transportation, Infrastructure & Environmental Success



Dollars at Work

The Parks and Public Works Department (PPW) successfully competed in Valley Transportation Authority's (VTA) Measure B Highway Interchange program and secured \$7.8 million for the SR 17 Corridor Congestion Relief Design. The Department also secured \$4.8 M in grant dollars to complete the funding plan for Los Gatos Creek Trail Connector project construction. The total construction cost is approximately \$5.8M.

The \$4.4 million Rule 20A Utility Undergrounding project on Los Gatos Boulevard with PG&E, AT&T, Comcast, and Frontier was completed.

Community Support

The Department conducted an Americans with Disabilities Act (ADA) accessibility evaluation of the Town programs, services, activities, and assets in preparation of a long-term transition plan to address deficiencies identified.

The Town's Outside the Box Program is designed to enhance the character of the community by adding artwork to utility boxes that are often targeted by graffiti vandals. Selected artwork reflects diversity, equity, inclusivity, and environmental outreach messages that promote community sustainability. In FY 2021/22 four utility boxes were added which bring the total to 26, and another four are planned for artwork in FY 2022/23.

PPW supported the Downtown Parklet program as the Town transitioned from the cement K-rail barriers that created temporary parklets to Semi-Permanent Parklets. PPW also added short-term parking on North Santa Cruz, and installed signage.

The Los Gatos – Monte Sereno Safe Routes to School (SR2S) came back strong. The SR2S implemented most of the well-established activities in full scale and expanded the program to meet ongoing needs.



Sustainability

The Department added ten new recycling receptacles at various Town parks with the purpose of diverting items that would otherwise end up in landfill, discouraging litter, and helping keep our local creeks clean and pollution free.

Transportation

Class IV bikeways were installed along Winchester Boulevard and the final design documents for the Los Gatos Creek Trailhead Connector project were completed. The final design documents for the Shannon Road Pedestrian and Bikeway Improvements, a federal-aid project, were also completed.



Transportation, Infrastructure & Environmental Success



PPW initiated the community engagement efforts and design phase of the Highway 17 Bicycle and Pedestrian Overcrossing Project and executed an agreement with Caltrans for the project initiation and coordination necessary.

The Department completed the procurement process for the structural repair of the Lot 4 parking structure, scheduled for Spring 2022.

The Department constructed a trail connector and added a hydration station at the new exercise structure at Balzer Field and the Los Gatos Creek Trail.

PPW also completed the field improvements for the Los Gatos Smart Signals Project (federal-aid project) and initiated the operations of advanced adaptive traffic signal management and control system along the Los Gatos Boulevard corridor.

The Department collaborated with schools for the virtual bike detection system along nine signalized intersections along Los Gatos Boulevard and completed a Local Roadway Safety Plan, partially funded by a Caltrans Grant of \$72,000.

The Council approved an update to the Town's Transportation Impact Policy to recognize the State required vehicle miles travelled standard. A nexus study is now underway to determine potential changes to the Town's Transportation Impact Mitigation Fee.

Staff continued to advance the Neighborhood Traffic Calming projects and installed speed humps on Shannon Road between Cherry Blossom Lane and Short Road in coordination with the annual Street Repair and Resurfacing project. The Department initiated the community engagement and design of the traffic calming project on Corinne Drive.

Parks

PPW maintains 62 public sites, including 75.3 acres of landscaped space located in 15 Town parks; 12.09 miles of trails and pathways; 246 acres of open space located in three open space areas; 19.15 acres of landscaping for medians, roadside banks, triangles, and nine community parking lots; 33 downtown streetscape planters; and grounds maintenance for five Town-owned public buildings with 6.81 acres of landscaped area.



Transportation, Infrastructure & Environmental Success



Park Services Program staff continue to combine resources with Streets and Signals Program staff to complete several large in-house maintenance projects. Because the Parks and Public Works Operations Manager continues to oversee the Park Services Program staff, combined projects are more efficient to manage. Some examples of combined large-scale maintenance projects include brush removal, median maintenance, turf renovation, and graffiti abatement that were previously unachievable by either Program independently.

Parks & Public Works Notable Numbers:

- 1,307 Work Order Requests (18% increase from last year)
- 81% Work Orders Complete Within 14 Days (Up 2.5% From Last Year)
- 933 Work Order Requests Closed
- 14 Events
- 121 Volunteers
- 418 Volunteer Service Hours

Vegetation Management

PPW increased fire danger buffer zones in Landscape & Lighting Districts and other open spaces throughout the Town and completed the second phase of roadside vegetation management, addressing six miles of 31 miles of overgrown roadside vegetation in the Wildland Urban Interface (WUI).

Facilities

Staff worked with a consultant to complete a building condition assessment for all Town facilities, identifying building system and component replacements for budget forecasting purposes.

The Department finished the installation of a non-liquid fire suppression system in the Town's critical IT server rooms.

PPW also obtained grants through CAL-OES and Silicon Valley Clean Energy, executing an agreement with a contractor to install a Battery Storage System for the Library to provide back-up electrical power in the event of an outage.

The Engineering and Maintenance Building was converted and renovated from the old Engineering Office and Streets and Parks equipment storage. This project was fully completed in August 2021 and is now occupied by Engineering as well as Streets and Parks Maintenance Leads.



Connecting & Communicating



This year the Town continued its focus on community engagement by producing a weekly digital Newsletter, increasing the official Town presence on Facebook, Instagram, Twitter, LinkedIn and Nextdoor social media platforms, utilizing print media, and improving website content and transparency.

The community can sign up to receive the weekly Newsletter via email or text message by either (1) visiting the Town website and clicking “Notify Me,” (2) calling the office, or (3) sending an email to engage@losgatosca.gov with the subject “Sign Me Up.” The Newsletter goes out every Friday afternoon and provides news about services, events, and issues in Los Gatos. There are currently almost 2,500 subscribers. Links to the content are also posted on Facebook and Twitter and archived on the Town website.

The Town continues to utilize social media to deliver timely and relevant information, respond to inquiries, and engage with the community. Over 2,500 people follow the Town on Facebook and we have over 3,500 followers on Instagram. Over 2,300 subscribe to the Town’s Twitter feed, and we are able to reach up to 22,000 members by posting on Nextdoor. The newer LinkedIn page has over 700 followers.

After every Council meeting, the Town posts a succinct summary of the outcomes of the meeting in a series called #OurTown. The Town posts a #tbtLG series, providing a throwback look at Los Gatos history every Thursday. We also run a #ProudtobeLG campaign, where we recognize Town employees on their milestone work anniversaries, provide the community some of the faces behind many Town services, and learn why Town staff are proud to work for Los Gatos.

Every April, the Town runs a #KeepLGBeautiful campaign that promotes sustainability and preserving the natural beauty of the Town. #LosGatosParksandTrails is a social media series that highlights some of the gorgeous outdoor spaces the Town has to offer.

Every week the Town also shares West Valley Clean Water Authority’s #WaterWednesday posts with helpful water-related information and tips for the community. This year, the Town also published a series that called “Breaking It Down” that examined a different aspect of the 2040 General Plan Update every Friday. This series ran for a total of over 30 weeks.

This year, the Town also began using ArchiveSocial social media record retention software to increase transparency and access to social media records.



Direct mailing postcards were sent out to the community on a variety of topics, including the 2040 General Plan Update, bicycle and pedestrian projects, and community development projects.

For more information and to stay connected, visit the Town’s website at www.LosGatosCA.gov.



Library Life



Library services continued to adapt and shift to the realities of the pandemic and the changing needs of the community. With the Library building fully open again and few remaining pandemic restrictions, visitors began returning to use the building seeking activities, materials, and space for work and collaboration.

Listening to the changing priorities of Los Gatos residents, the Library started to bring back in-person programming conforming to safe pandemic protocols, continued to offer a variety of virtual programs, and began presenting hybrid programs where audience members can opt to attend either in-person or virtually. The Library also increased its collection of activity kits, such as arts kits, robotics kits, and naturalist kits; and a collection of tabletop games and puzzles which have recently become the highest demand items for circulation.

Library Notable Numbers:

- 295 Programs (In-Person, Virtual, and Hybrid)
- 150,198 Public Visits to the Library
- 351,444 Physical Books Checked Out
- 43,742 eBooks Checked Out
- 307,901 Connections to the Library's Public WiFi

Frequent requests from the community for individual workspaces led Library staff to reconfigure some existing space into new quiet areas and to use as free reservable rooms for members of the public to attend virtual job interviews, meetings, or for individual study. To meet the needs of Los Gatos' growing resident population of native Russian speakers, the Library began a new collection of Russian language fiction. VOX books, which are picture books with built-in audio narration, were also increased in the collection to help language learners and children that need extra assistance learning to read.

New partnerships resulted in events and programs done in collaboration with the Santa Cruz Natural History Museum, San Francisco Asian Art Museum, NUMU, and Los Gatos-Saratoga Recreation. A justice and inclusivity initiative by the Library provided multiple free kits to all Los Gatos schools based on the 1619 curriculum including copies of the adult and children's version of those books, discussion questions, and lesson plans.

Bringing the Library outside of the walls of the building, the Library engaged with the community in other ways. We resumed on-site outreach to our local elementary and middle schools bringing books and activities into classrooms; relaunched the Library's podcast "The Page Turner" which reviews books and highlights interviews with residents about literature-related topics; offered new stories monthly at the Library's Storywalk in Oak Meadow Park as well as books for park users via a little free library at the end of the Storywalk trail.

MiFi units were made available to library users through a federal grant to increase access to broadband internet for community members with connectivity barriers. Finally, through a grant from the State, the Library began providing free entrance passes that can be checked out to community members and used for free access to all California State Parks.



Commissions, Committees & Boards



The Finance Commission continued their mandated reviews of the Town's Annual Comprehensive Financial Report (ACFR) and the Town's Proposed Operating and Capital Budgets. In addition, the Commission continued work on the development of Key Performance Indicators (KPIs) for the Town's finances and conducted a review of the Town's existing revenues and potential revenue enhancements.



The Parks Commission reviewed activities in parks and open spaces, acting in its advisory role. The Commission supported a Park Stewardship event at Belgatos Park to help build awareness and to create a sense of loyalty to Town parks and recommended to approve the new Balzer Field scoreboard signage.

The Arts and Culture Commission began work on a multi-year framework for supporting public arts in Los Gatos, which they hope to present to Council in FY 22/23. Additionally, the second gateway sculpture was installed in the central median of Lark Ave and Hwy 17.



This year saw some challenges as the national dialog around censorship, with some states blocking access to a list of books for children and teens, necessitated the Library Board to revisit internal policies to support a diverse range of authors, voices, and stories, as well as renew their commitment to access for all. The Board also reviewed and updated internal policies keeping in line with changing library trends.

Commissions, Committees & Boards



The Complete Streets and Transportation Commission completed the calendar year 2021 priorities, reviewed and advised the Town Council on an electric scooter pilot program, participated in the preparation of the Local Roadway Safety Plan, provided bike valet service at Spring into Green, hosted an Energizer Station on Bike to Wherever Day, and volunteered for bicycle and pedestrian counts.



Based on the Community Health and Senior Service Commission's analysis of gaps in senior service provision in Los Gatos due to the impacts of COVID-19, the Town Council allocated \$500,000 in American Rescue Plan Act (ARPA) funds toward senior services. The funds were allocated to restore and enhance senior services in Town and the Commission was asked to identify and recommend service provider recipients and monitor any allocated program funding.

The Los Gatos Youth Commission is continuing outreach to promote the reusable food ware ordinance to all local businesses and schools in Los Gatos. The Commission partnered with Canine Companion, LGMSPD Therapy dogs and LGHS to host a meet and greet to welcome students back to school. They are continuing to expand the Special Needs Awareness Program, the Environmentally Friendly Business program component to recognize green businesses in the community, and are working on an event to partner first responders with the non-profit Pragnya for special needs awareness.



The Town Council created the newly formed Senior Service Committee to examine in depth the longer-term issues presented by the Community Health and Senior Service Commission, prepare a “road map” or plan, and address any additional issues the Committee identifies regarding the Town's older adult community. The Committee is to develop a long-term vision and strategic plan through extensive community outreach, including workshops, that would culminate in a comprehensive report of how best to serve the needs of the Town's older adult community.

Budget at a Glance



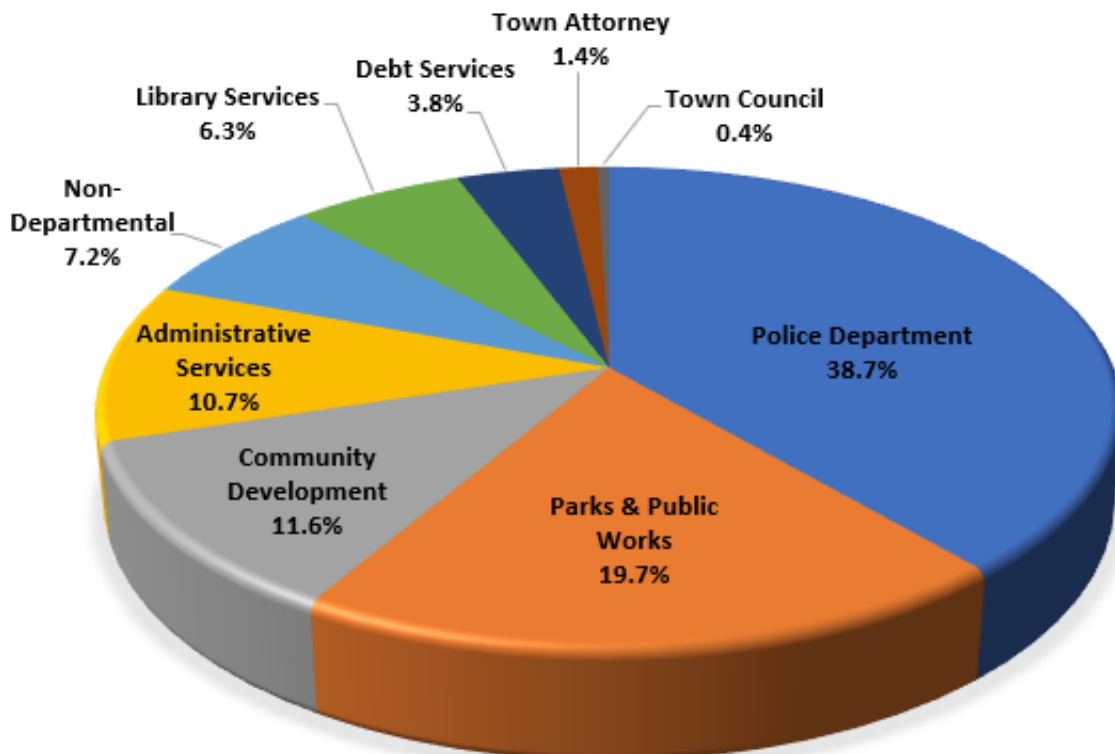
The Los Gatos Town Council unanimously adopted a balanced budget for the Fiscal Year 2022/23. The Town's fiscal year runs from July 1, 2022 through June 30, 2023.

Each fiscal year, the budget is adopted in June following a discussion of the Council Strategic Priorities and a public hearing process. The Town budgets can be viewed at www.LosGatosCA.gov/TownBudget.

For Fiscal Year 2022/23, the total Operating Budget Expenditure is programmed for \$49.6 million, excluding Capital Transfers. In addition to the Operating Budget, the Council annually approves the Capital Improvement Budget which has \$12.5 million in funding. The Operating Budget funds day-to-day Town services while the Capital Improvement Budget funds street maintenance, park improvements, and other facility upgrades.

FY 2022/23 GENERAL FUND OPERATING EXPENDITURES \$49.6 MILLION (EXCLUDING CAPITAL TRANSFERS)

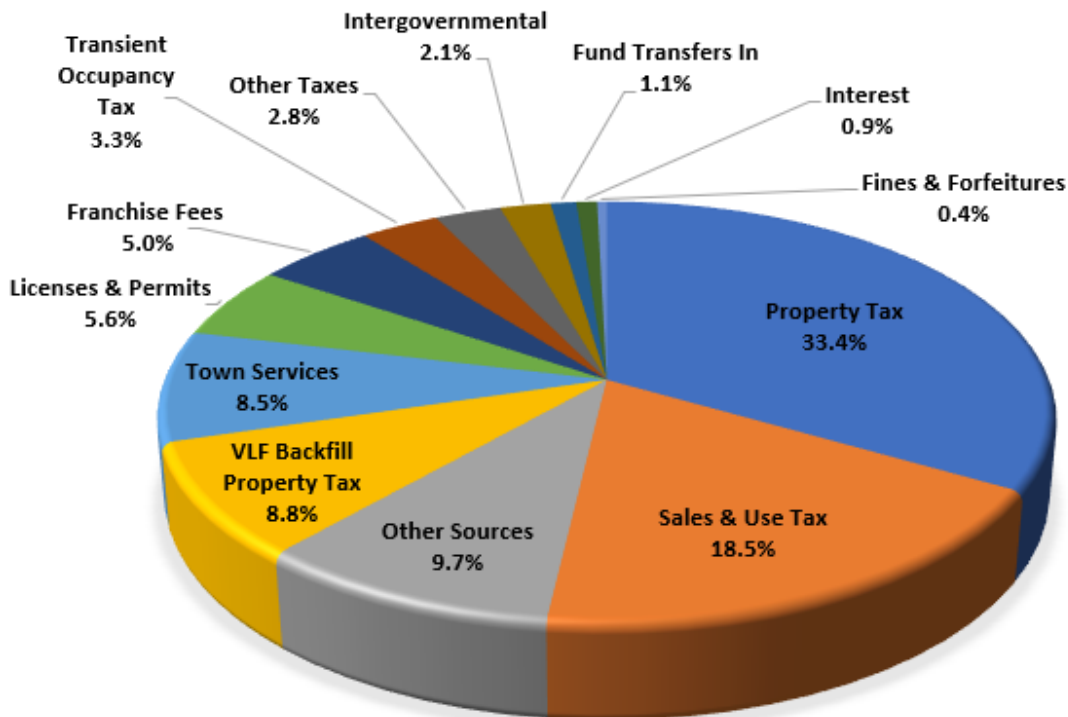
The allocation of funding for key Town services aligns with the Town goals of Public Safety, Quality Public Infrastructure, Community Character, Good Governance, Fiscal Stability, and Civil Enrichment.



Budget at a Glance

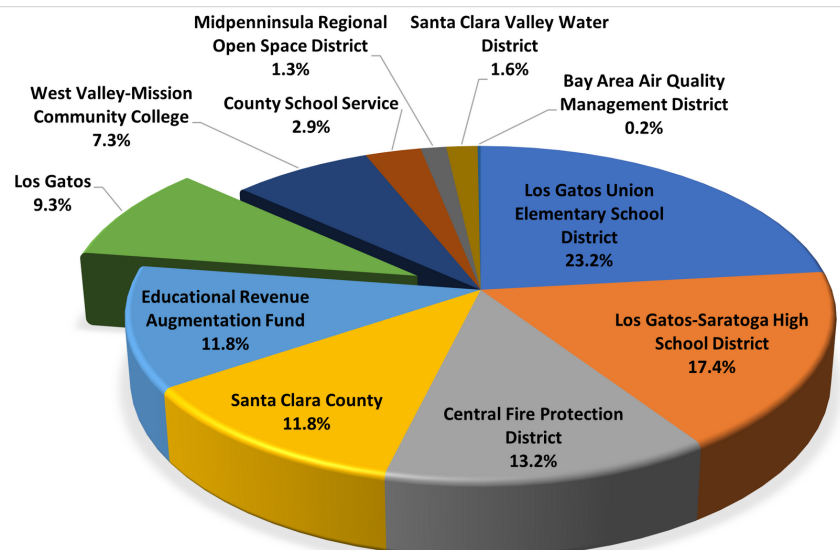


WHERE DOES THE MONEY COME FROM? FY 2022/23 GENERAL FUND OPERATING REVENUE \$49.6 MILLION (EXCLUDING RESTRICTED PENSION TRUST)



HOW IS PROPERTY TAX DISTRIBUTED?

- The Town receives \$9.30 of every \$100 collected in property tax paid by property owners.
- The Town receives \$1.125 of every \$9.125 of sales tax paid for taxable sales generated in Town.



Fiscal Responsibility



The Council adopted FY 2022/23 Budget endeavored to maintain essential public services while controlling operational costs in light of the Five-Year Financial Forecast, which predicts operating shortfalls in subsequent fiscal years. The loss of previously projected future growth in revenues in conjunction with increasing expenses continues to illustrate deficits in future years. The FY 2022/23 Budget was balanced through a combination of expenditure controls, the use of OPEB 115 Trust assets to fund the Pay Go portion of retiree healthcare costs, and the use of one-time American Rescue Plan Act (ARPA) funds.

Even with areas of continued uncertainty, the balanced Budget positions the organization well for continued excellence in service delivery to the community. However, in the event pre-pandemic revenue growth projections do not return and/or new revenue sources are not identified,

the current projected deficits may need to be addressed through service delivery reductions or service outsourcing. If this occurs, the Council will need continued input from the community to identify acceptable organizational changes and service levels. The recently completed community survey provides useful insight into community prioritization of service delivery.



Looking Ahead...

While this report focuses on FY 2021/22, below are some key items for FY 2022/23:

- Continue economic recovery efforts and the Semi-Permanent Parklet Program
- Maintain focus on emergency preparedness
- Further the implementation of the Wildfire Ad Hoc Wildfire Mitigation Plan
- Complete the Housing Element Update process
- Complete a Permanent Senate Bill (SB) 9 Ordinance
- Complete Senior Services Road Map
- Maintain focus on sustainability
- Further implementation of Parking Study recommendations
- Expand community policing efforts
- Continue focus on justice, equity, diversity, and inclusion

TOWN OF
Las GATOS
CALIFORNIA